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ABSTRACT

Supporting performance objective 81 of the V-TECS (Vocational-Technical Education Consortium of States) Secretarial Catalog, both a set of student materials and an instructor's manual on typing business letters are included in this packet. (The packet is the ninth in a set of fifteen on typewriting--CE 016 920-934.) The student materials include a pretest and a posttest, three check-out activities, a simulated letterhead master, and an instructor's evaluation guide for each activity. The instructor's manual includes directions for administering the packet, a list of materials and equipment needed, an answer sheet for the posttest, and three overhead transparencies. The materials are designed for self-paced individual instruction and may be adapted for use with large groups. (A separate booklet--CE 016 911--lists contents for the fifteen packets in this set along with those in several other sets--seventy-eight packets in all--based on the same V-TECS catalog.) (JT)

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ED155417

TYPING BUSINESS LETTERS

STUDENT'S MANUAL

Prepared by

Mrs. Jane Snapp

These materials support
Performance Objective 81 of the
V-TECS Secretarial Catalog

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

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CE 016 928

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INTRODUCTION

Business letters may be typed in several different styles. To help you understand the placement of the parts of a letter in each style, you will listen as the instructor presents the various styles of business letters using a set of transparencies on typing business letters.

The instructor will tell you which styles are most commonly used in the business offices in your community. You should become thoroughly familiar with all the parts of a letter and the placement of these parts within a business letter. If you understand how to set up several styles of business letters, you will be flexible enough to adapt to the style you are expected to use anywhere you may work.

It is important to understand that not all the spacing facts and placement facts that are given to you by your instructor will be standard for every business. For example, one executive may want the typist to leave no less than seven blank spaces between the complimentary close and the typed signature. Another executive in the same organization, however, may desire three blank spaces left for the signature. In still other companies, the spacing may be explicitly stated in the *Company Style Manual* and all executives must use the same standard form. In any case, you are responsible for determining the correct style and placement to use.

You can determine the correct style and placement of parts of a business letter by: (1) checking the files for old materials, (2) refering to the *Company Style Manual*, (3) asking your supervisor, or (4) asking other typists who are presently employed by the company.

PERFORMANCE OBJECTIVE

Given three edited, rough-draft letters and required supplies, plus instructions for typing any special features, type the letters in the format specified by your instructor, making one carbon copy. A checklist will be used to rate your performance. All applicable items must receive an acceptable rating.

PERFORMANCE GUIDE

1. Select appropriate supplies.
2. Make necessary typewriter adjustments.
   a. set correct margins for letter length.
   b. adjust line space regulator
   c. set appropriate tabs
3. Assemble carbon pack and insert it into the typewriter.
4. Type each letter in specified format.
5. Proofread carefully, correct all errors before removing the letter from the typewriter.

MATERIALS YOU WILL NEED

a typewriter
typing paper
second sheets
carbon paper
correction supplies

FOLLOW THESE STEPS TO COMPLETE THIS PROGRAM

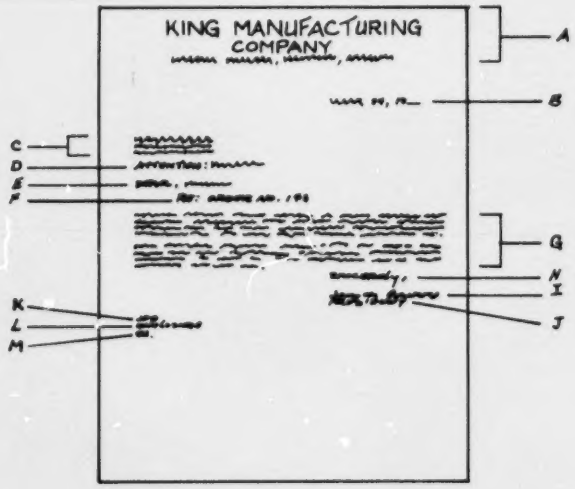
1. Complete the pre-test.
2. Listen to the presentation of business letter styles given by your instructor.
3. Complete the post-test.
4. Complete the Check-Out Activities.
5. Have the instructor evaluate your work.

Name _____

TYPING BUSINESS LETTERS

P R E T E S T

Directions: Fold this sheet lengthwise at the fold line
Respond to the items by writing your answer in the blank under the Answer Column.
When you have finished, check your answers by folding out the Correct Answer Column.

Questions	Your Answer	Correct Answer
1. Can you type?	Yes - No	
2. Can you make proper corrections on typed originals and carbon copies?	Yes - No	
3. Can you assemble and insert a carbon pack into the typewriter?	Yes - No	
If the answer to any of the above questions was NO, check with your instructor. If all questions were answered YES, continue with this pretest.		
4. Name the following parts of a business letter: 	a. _____ b. _____ c. _____ d. _____ e. _____ f. _____ g. _____ h. _____ _____ i. _____ _____ j. _____ k. _____ _____ l. _____ _____ m. _____ _____	a. letterhead b. date line c. inside address d. attention line e. salutation f. subject line g. body h. complimentary closing i. typed signature j. title line k. reference initials l. enclosure notation m. carbon copy notation
5. List several styles of business letters.	a. _____ b. _____ c. _____ _____ d. _____ _____	a. modified block b. full block c. AMS simplified d. personal business letter
6. What are the two types of punctuation used in the salutation and complimentary closing of a business letter?	a. _____ b. _____	a. mixed b. open

Fold Here

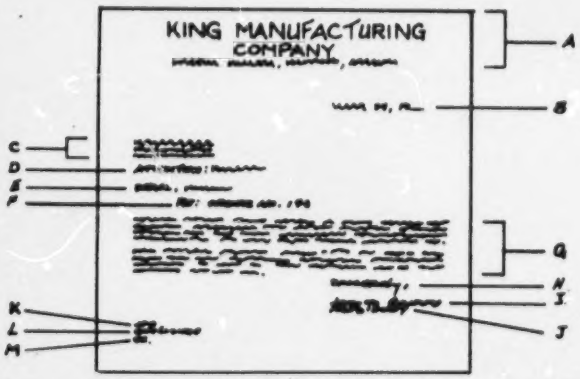
Name _____

Evaluation _____

TYPING BUSINESS LETTERS

P O S T - T E S T

Directions: Respond to the items by writing your answer in the blank under the Answer Column. When you have finished, turn in this sheet to your instructor for evaluation.

Questions	Your Answer	Acceptable ✓	Not Acceptable ✗
1. Name the following parts of a business letter: 	a. _____ b. _____ c. _____ d. _____ e. _____ f. _____ g. _____ h. _____ i. _____ j. _____ k. _____ l. _____ m. _____		
2. Name the style of business letter in which the following format occurs:			
a. the date line and closing lines start at the center point	a. _____		
b. every part of the letter starts at the left margin	b. _____		
c. the salutation and complimentary close are omitted	c. _____		
d. letterhead stationery is not used and the return address is typed above the date	d. _____		
3. The following questions refer to the spacing of parts of a business letter:			
Write SS in the answer blank for single space, DS for double space, and TS for triple space. For other spacing use numbers (such as 4 if the carriage is thrown 4 times.)	(first answer given)		
a. After the date, you should ____.	a. 4 space		
b. After the attention line ____.	b. _____		
c. After the salutation ____.	c. _____		
d. After the subject line ____.	d. _____		

		✓	✗
e. The paragraphs in a business letter are typed using___.	e. _____		
f. Between paragraphs, you should ___.	f. _____		
g. After the last paragraph in a business letter, you ___before typing the complimentary close.	g. _____		
h. When a table occurs in the body of a business letter and the table has no main title, you _____ before the first line of the table.	h. _____		
i. When a table occurs in the body of a business letter and the table has a title, you___ before the title of the table.	i. _____		
j. When a table occurs in the body of a business letter, you___after the last line of the table.	j. _____		
k. When a company name is typed after the complimentary close, you _____ after the complimentary close.	k. _____		

The spacing of the parts of a business letter given above is generally standard for all letter sizes. Margins and floating lines are adjusted to balance short, medium, and long letters on the stationery.

"Floating" lines are those lines which may be spaced according to the needs of the typist to spread or squeeze the letter so the typed copy will appear balanced on the page.

4. The following questions refer to the side margins used in business letters:

a. For short business letters the largest possible side margins are _____ wide.	a. _____		
b. For medium length business letters, the usual side margin is _____ wide.	b. _____		
c. For long business letters, the smallest side margin is _____ wide.	c. _____		

5. The following questions refer to the top and bottom margins used in business letters:

a. Depending on the length of the letter to be typed, the date line can "float" between line___ and line ___from the top of the paper.	a. _____ _____		
b. When you have miscalculated the top margin of a business letter, it is possible to (spread, squeeze) the closing lines by leaving extra spaces between items.	b. _____		

		✓	✗
c. When you have miscalculated the top margin of a business letter, it is possible to (spread, squeeze) the closing lines by leaving fewer than normal spaces between items.	c. _____		
d. Closing lines that may be spread or squeezed to balance copy on the page do not include the complimentary close (and Company name if one is used).	d. True-False		
6. A letter typed with mixed punctuation has a ____ after the salutation and a ____ after the complimentary close.	6. _____ _____		
7. A letter typed with ____ punctuation has no punctuation after the salutation or after the complimentary close.	7. _____		
8. What would be the salutation for a letter addressed to: Mr. James R. Green?	8. _____		
9 What would be the salutation for a letter addressed to: Hyman Fibers?	9. _____		
10. What would be the salutation for a letter addressed to a particular person in a company, such as the Personnel Director, if the Personnel Director is a man?	10. _____		
11. What would be the salutation for a letter addressed to a particular person in a company, such as the Purchasing Agent, if the Agent is a woman?	11. _____		
12. What would be the salutation for a letter addressed to a company that is operated by a group of men and women?	12. _____		
13. A person's professional title may be typed on the same line as the name. When it is typed in this format, a ____ should separate the name from the title.	13. _____		
14. When the professional title is typed on the line under the name, a comma (is, is not) used to separate the items.	14. is-is not		
15. The company name should be typed using (all caps, initial caps).	15. all caps initial caps		
16. The typist's reference initials are typed in (upper, lower) case.	16. upper, lower		
17. The dictator's reference initials are typed in (upper, lower) case when used.	17. upper, lower		
18. The dictator's reference initials should be typed (before, after) the typist's reference initials.	18. before, after		

		✓	✗
19. It (is, is not) required that the dictator's initials be typed if the dictator's name is typed under the complimentary close.	19. is-is not		
20. It (is, is not) necessary to type a cc notation when one file copy is made of a letter.	20. is-is not		
21. The bcc notation should "always" appear on the original letter.	21. True-False		
22. On a business letter, the left and right margins should always be even.	22. True-False		
23. The smallest margins acceptable on a business letter (typed on 8½ x 11 inch paper) are one inch on each side.	23. True-False		
24. When typing a short letter, the largest acceptable margins you should use are____ inches.	24._____		
25. Answer the following questions on a sheet of typing paper. Type the answers using double spacing for paragraphs or you may use outline form. Remember to number the answers to correspond with these questions: a. Explain the use of the attention line and its placements. b. Explain the use of the subject line and its placements. c Explain the use of the enclosure notation and its arrangements. d. Explain the use of the reference initials and the possible formats. e. Explain the use of the carbon copy notation (including machine copy - mc--and Xerox copy - xc) and the possible arrangements. f. Explain the use of the blind carbon copy notation (bcc) and its placement. g. Explain the use of the postscript and its placement.	25.		

Activity No. 1
for
TYPING BUSINESS LETTERS

Type the following edited, rough-draft business letter using the style indicated. Proofread and correct all errors before removing the letter from the typewriter. Use letterhead stationery. Make one carbon copy.

To: Mr Ralph S. Williams
489 E. Main Street
Glendale, SC 29338

STYLE: modified block
mixed punctuation

From: Clary Tillman
Purchasing Department

Date: June 4, 19–

Para. 1: I have gone over the specifications that you submitted for the new edition of next year's handbook. The new rules will certainly save a great deal of time and avoid confusion. It is easy to tell that we are learning from our mistakes.

Para. 2: You have put a great deal of hard work into the composition of this handbook, and I am sure that the entire organization will benefit from your ideas.

Para. 3: Go ahead and submit the rough draft of the handbook to the publisher Mr. Simmons has selected to handle the job.

Para. 4: Congratulations on a job well done!

Mr. Tillman forgot to dictate the following information and comes into your office only to find that you have already typed the letter and it is ready for his signature. He dictates this information to you anyway. Where do you put it in the letter without having to type it over completely?

Information omitted in original dictation: Mr. Simmons suggested that a few changes be made on page 4 concerning the steps in having a purchase agreement confirmed. It may be a good idea to call on him before sending the rough draft of the handbook to the publisher.

Activity No. 2
for
TYPING BUSINESS LETTERS

Type the following edited, rough-draft business letter using the style indicated. Proofread and correct all errors before removing the letter from the typewriter. Use letterhead stationery. Make one carbon copy.

To: The Starlite Jewelry Company
478 O'Connor Street, East
Clapton, New Jersey 41449

STYLE: full block
open punctuation

From: Ms. Eleanor S. James
1123 Magnolia Street
Spartanburg, SC 29330

Date: April 14, 19-

Since this is a letter of complaint, Ms. James wishes to be positive that the president of the Starlite Jewelry Company, Mr. Henry Calvert, reads the letter. The letter is addressed to the company, but there is one individual in particular who should read the letter before it is forwarded to the department that will handle the complaint. What special line will you use in this situation?

Para. No. 1: This is the third time I have had to write concerning the repair work on the opal ring I purchased in February of this year. I sent the ring back to your company with specific directions on how I wanted the opals set in the prongs. The letter I received in May assured me that I would receive the ring no later than March 30. It is now the middle of April.

Para. No. 2: Please inform me of the problem you are having in reworking the setting of this ring. If for some reason the design I suggested is impossible to form, I will be glad to select another.

Para. No. 3: I will be looking forward to hearing from you within the very near future.

For Checkout Activities 1 and 2

CONWINNING, INC.

478 MADE AVENUE, INUSA, NEW YORK 19832
(805)934–6890

Activity No. 3
for
TYPING BUSINESS LETTERS

Type the following edited, rough-draft business letter using the style indicated. Proofread and correct all errors before removing the letter from the typewriter. Use plain stationery. Make two carbon copies.

To: Mr. Grant R. Coleman
Personnel Director
Heinman Fibers
Spartanburg, SC 29304

STYLE: personal business letter
mixed punctuation
modified block
make a cc for Miss Crenshaw

From: Miss Jane Kraft
Eastside Apartments
Apt. No. 45, Box 678
Spartanburg, SC 29301

Date: March 12, 19–

Para No. 1: Miss Virginia Crenshaw, a secretary with your firm, informed me that there is an opening in the accounting department as a clerk-typist. I would like to apply for ~~this~~ that position.

Para No. 2: As you can see on the enclosed personal data sheet, I have had several year's experience as a typist. I have enjoyed this type of work, and I feel that my qualifications meet the requirements of your organization.

Para No. 3: Please contact me at 474-8799 if I may expect an interview. My address is Apt. 45, Box 678, Eastside Apartments, Spartanburg, SC 29301.

Name _____

PERFORMANCE CRITIQUE:

Excellent . . . . . .___
Good . . . . . .___
Fair . . . . . .___
Needs Improvement . . .___

Instructor's Evaluation Guide
for

TYPE BUSINESS LETTERS

ACTIVITY — CHECK-OUT ACTIVITY 1	Evaluation	
	Acceptable	Unacceptable
1. Used specified format.		
2. Balanced copy vertically.		
3. Balanced copy horizontally.		
4. Did not exceed specified time limit (10 minutes for short letter, 20 for a medium, and 30 for a long letter).		
5. Used appropriate type of punctuation (open or mixed).		
6. Corrected all errors neatly on original copy.		
7. Corrected all errors neatly on carbon copy, with no smudges.		
8. Inserted carbon pack correctly, without wrinkling carbon paper.		
9. Typed any special features correctly.		

Name _____

Instructor's Evaluation Guide
for

TYPE BUSINESS LETTERS

PERFORMANCE CRITIQUE:

Excellent . . . . . .___
Good . . . . . .___
Fair . . . . . .___
Needs Improvement . . .___

ACTIVITY CHECK-OUT ACTIVITY 2	Evaluation	
	Acceptable	Unacceptable
1. Used specified format.		
2. Balanced copy vertically.		
3. Balanced copy horizontally.		
4. Did not exceed specified time limit (10 minutes for short letter, 20 for a medium, and 30 for a long letter).		
5. Used appropriate type of punctuation (open or mixed).		
6. Corrected all errors neatly on original copy.		
7. Corrected all errors neatly on carbon copy, with no smudges.		
8. Inserted carbon pack correctly, without wrinkling carbon paper.		
9. Typed any special features correctly.		

Name _____

Instructor's Evaluation Guide
for

TYPE BUSINESS LETTERS

PERFORMANCE CRITIQUE:

Excellent . . . . . ___
Good . . . . . ___
Fair . . . . . ___
Needs Improvement . . . ___

ACTIVITY — CHECK-OUT ACTIVITY 3	Evaluation	
	Acceptable	Unacceptable
1. Used specified format.		
2. Balanced copy vertically.		
3. Balanced copy horizontally.		
4. Did not exceed specified time limit (10 minutes for short letter, 20 for a medium, and 30 for a long letter).		
5. Used appropriate type of punctuation (open or mixed).		
6. Corrected all errors neatly on original copy.		
7. Corrected all errors neatly on carbon copy, with no smudges.		
8. Inserted carbon pack correctly, without wrinkling carbon paper.		
9. Typed any special features correctly.		

TYPING BUSINESS LETTERS

INSTRUCTOR'S MANUAL

Prepared by

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INTRODUCTION

Before beginning this activity, the instructor should obtain the letter style transparencies available from the Vocational Education Media Center, Clemson, South Carolina.

Review these transparencies with the students involved in this program stressing the business letter styles that they will be expected to use most often in your classes and which you believe to be most commonly used in the offices in your community where they will one day be employed.

Keep in mind that these transparencies were prepared in such a way that the instructor can use them in conjunction with textbooks prepared by any publisher. Since all instructors and publishers do not agree on spacing and placement of special features found in business letters, you should stress to your students exactly how you expect them to prepare business letters. It is just as important, however, that you also stress that the way you teach them to set up a business letter may not agree with the instructions they may be given on other jobs.

So the students will understand how they go about learning a company's policies on typing business letters and other materials, explain how they can use the filing system to see how letters and other forms have been typed in the past. Also, they can use the Company's Style Manual (if one is available) as a guide in preparing typed materials.

REQUIRED MATERIALS

Each learner will need: a typewriter, typing paper, second sheets, carbon paper, and correction materials.

INSTRUCTIONAL GUIDE

1. Administer the pre-test.
2. Review the business letter transparencies. (Three transparencies are provided with this manual. Others may be selected from those prepared by the Media Center.)
3. Administer the post-test.
4. At this point, instruct the learner to type the 3 rough draft business letters provided in the *Student's Manual.* Duplicate the letterhead provided in the *Student's Manual* for these letters.
5. Evaluate the 3 business letters using the evaluation form provided in the *Student's Manual.*

Instructor's Answer Sheet
for post-test
TYPING BUSINESS LETTERS

1. a. letterhead (or printed letterhead, return address)
   b. date line
   c. inside address
   d. attention line
   e. salutation
   f. subject line
   g. body (or paragraphs)
   h. complimentary close
   i. typed signature (or typed name)
   j. professional title (or department)
   k. reference initials
   l. enclosure notation
   m. carbon copy notation

2. a. modified block
   b. block (or full block)
   c. AMS simplified
   d. personal business letter

3. a. 4 spaces
   b. DS
   c. DS
   d. DS
   e. SS
   f. DS
   g. DS
   h. DS
   i. TS
   j. DS
   k DS

4. a. 2 inches
   b. 1½ inches
   c. 1 inch

5. a. 12 and 20
   b. spread
   c. squeeze
   d. True

6. colon, comma

7. open

8. Dear Mr. Green

9. Gentlemen (or Mesdames)

10. Dear Sir

11. Dear Madame

12. Ladies and Gentlemen (or if names are known: Dear Mr.____and Mrs.____)

13. comma

14. is not

15. all caps

16. lower

17. upper

18. before

19. is not

20. is not

21. false

22. true

23. true

24. two

25. The instructor should explain to the student exactly how these questions should be answered. You may suggest using paragraph or outline format. Also, the depth with which the questions should be answered should be determined by the instructor, since these questions may be answered in great detail requiring a good deal of time. It will, therefore, be up to the instructor to place some type of limit on the length of the answers.

IN GENERAL THESE ANSWERS WILL VARY DEPENDING ON THE TEACHING METHODS OF EACH INSTRUCTOR.

LETTERHEAD
(1-12 line spaces)

Date Line (Line 12-20)

Inside Address

SALUTATION:

_____
_____
_____
_____
_____.

_____
_____
_____.

_____
_____
_____
_____.

COMPLIMENTARY CLOSE,

TYPED SIGNATURE
PROFESSIONAL TITLE and/or DEPT.

REFERENCE INITIALS

ENCLOSURE NOTATION

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"FLOATING" LINE →

"FLOATING" LINES

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